



Annual Service Survey Report

What the people who use our services think about them
2019 Results

Published June 2020



Survey results

We'd like to say a big thank you to the many people who took the time to complete and return our annual Service Survey.

Feedback about our services is essential to us to be able to measure quality and performance, ensuring our current services are meeting your needs as well as identifying where we can develop and improve them.

At Health in Mind we provide support in Edinburgh, Midlothian, East Lothian, West Lothian and the Scottish Borders. We also provide the national Trauma Counselling Line Scotland.

This year, we received survey responses from people using the following services:

- Rediscover Befriending, Edinburgh
- Rediscover Befriending, Midlothian
- Trauma Counselling, Edinburgh
- Craigmillar Counselling, Edinburgh
- Trauma Counselling Line Scotland (TCLS)
- Equal Access, Edinburgh
- Guided Self Help, Edinburgh
- Guided Self Help, Midlothian
- Oasis Women's Support, Edinburgh
- Community Mental Health and Wellbeing Services, Midlothian
- Trauma Support, Edinburgh
- Community Mental Health and Wellbeing Services, West Lothian
- Anxiety and Depression Peer Support Group (Edinburgh)
- Wellbeing Gateway (Edinburgh)

162 people answered our survey – this is an increase of 38% from our last survey (published April 2019).

This survey includes responses from 1 April 2019 to 31 March 2020.



**‘Very
professional
and caring!’**

Changes to our annual survey

Last year we took the opportunity to review and update our Service Survey questions. The questions focus on Scottish Health and Social Care Standards.

The Standards describe both the headline outcomes and the descriptive statements which set out the standard of care a person can expect. The headline outcomes are:

1. I experience high quality care and support that is right for me
2. I am fully involved in all decisions about my care and support
3. I have confidence in the people who support and care for me
4. I have confidence in the organisation providing my care and support
5. I experience a high quality environment if the organisation provides the premises

You can find out more about the new Health and Social Care standards on the dedicated website: www.newcarestandards.scot/

As this is the first year that we have used the updated questions, we will not be able to provide a direct comparison on last year’s results. However, where there is crossover with questions, we will make comparisons.



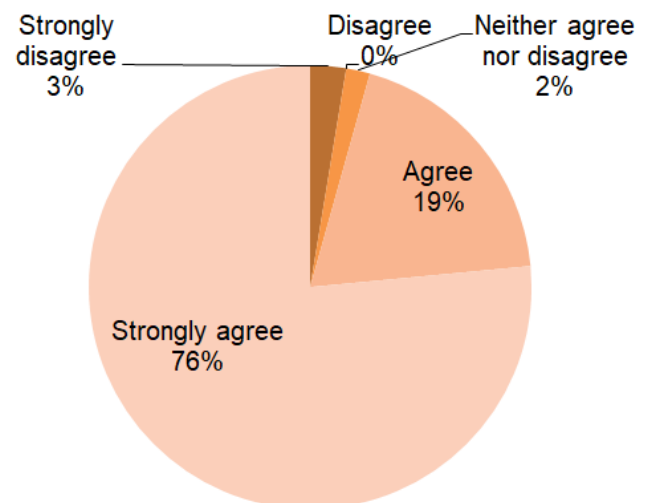
'Was accepted
as I am!'

1. Being treated fairly and not experiencing discrimination

115 people (71%) answered this question with 95% of respondents agreeing or strongly agreeing that they were treated fairly and did not experience discrimination in the service they used.

Some comments we received:

- treated fairly from the very start
- Was accepted as I am!
- The service is very open minded and I felt very listened to
- All staff within the centre and peer/support show respect and challenge discrimination.
- Good people sensitive helpful





'Always treated with dignity by all staff and volunteers'

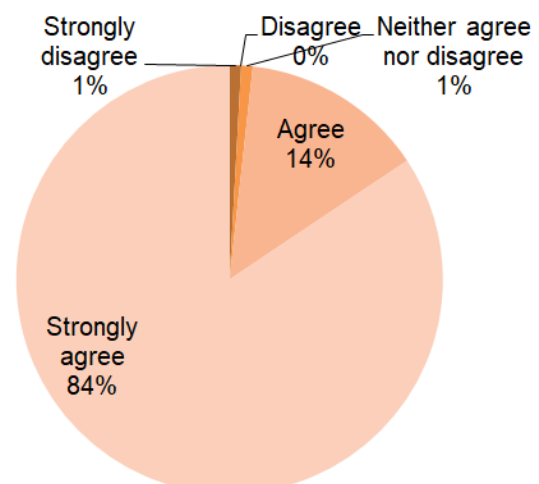
2. Respect and dignity

We asked if people were respected, treated with dignity and as an individual.

115 people (71%) answered this question with 98% of respondents agreeing or strongly agreeing that they were respected, treated with dignity and as an individual in the service they used.

Some comments we received:

- Very professional and caring!
- There was a lot of understanding and absolutely no judgement
- I did not feel judged and felt comfortable expressing myself
- Always treated with dignity by all staff and volunteers.
- Even with all my chronic illnesses was given the time to talk my experiences of life. Health in Mind are great listeners!



'I felt very safe'

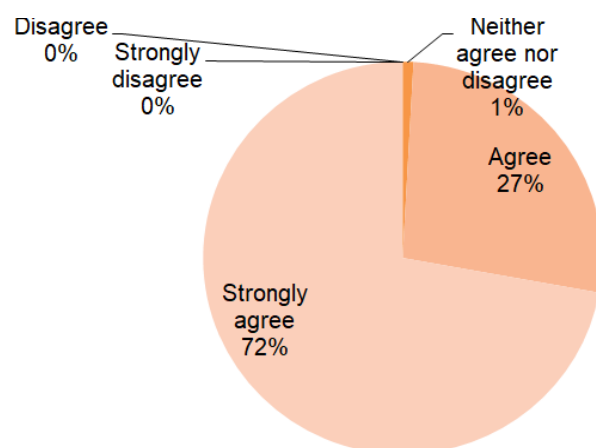
3. Privacy respected


We asked people if their privacy was respected.

115 people (71%) answered this question with 99% of respondents agreeing or strongly agreeing that their privacy was respected in the service they used.

Some comments we received:

- I felt very safe
- As always
- I never thought for a minute anything I said would leave the room other than to my GP
- Always
- I was always asked if I was able to speak openly





‘They always listen to me + as an individual’

4. Listened to

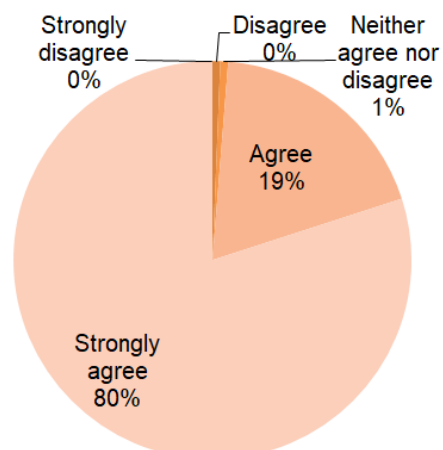
We asked if people felt listened to in the service they used.

160 people (99%) answered this question with 99% of respondents agreeing or strongly agreeing that they felt listened to in the service they used.

Last year 97% of respondents agreed or strongly agreed that they felt listened to in the service they use. We have seen an increase of 2% in this year’s results.

Some comments we received:

- A good listener and very concerning
- The fact I said things in previous sessions that were clearly remembered made me feel very listened to
- I have felt staff and volunteers have shown empathy when I am discussing any issues I have.
- They always listen to me + as an individual
- I always felt listened to and got good feedback which was useful



'All very kind'

5. Approachable staff and volunteers

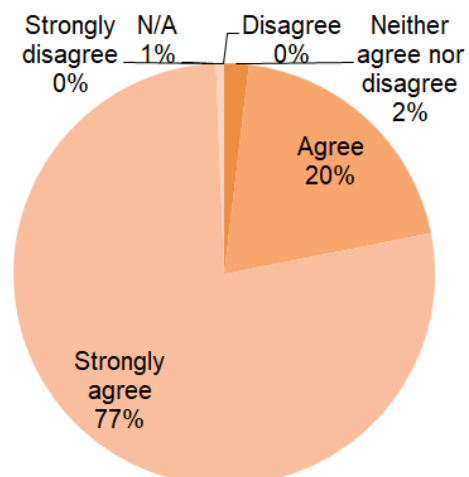
We asked if people felt that staff and volunteers were approachable.

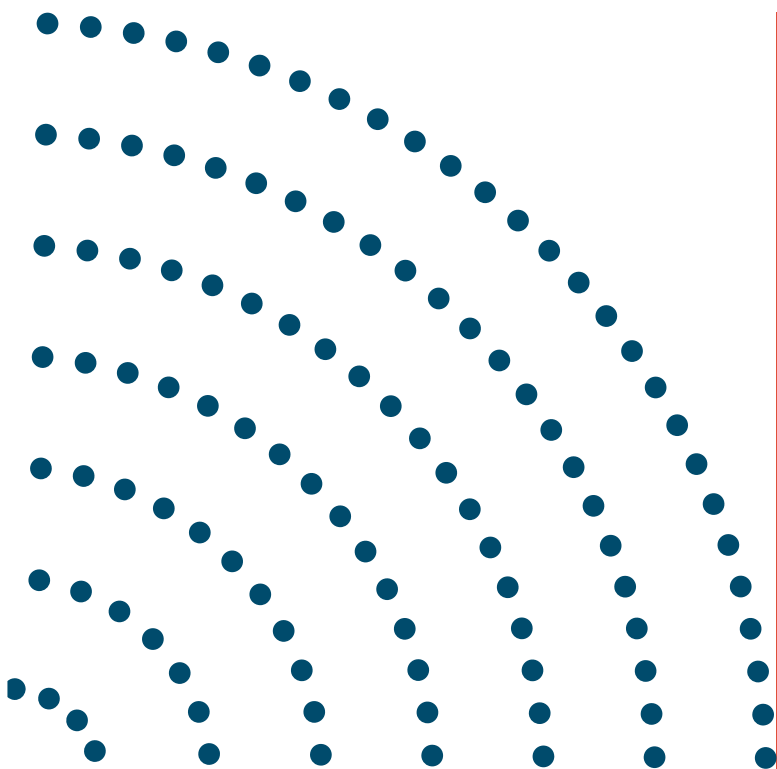
160 (99%) people answered this question with 97% of respondents agreeing or strongly agreeing that the staff and volunteers in the service they used were approachable. 1% of respondents said this question was not applicable to them.

Last year 95% of respondents agreed or strongly agreed that staff and volunteers were approachable in the service they use. We have seen an increase of 2% in this year's results.

Some comments we received:

- Very approachable and you are put at ease, which makes opening up alot easier
- Everyone in the building was friendly and approachable.
- All very friendly
- All very kind
- Very easy to talk to!





'The best support I have ever had'

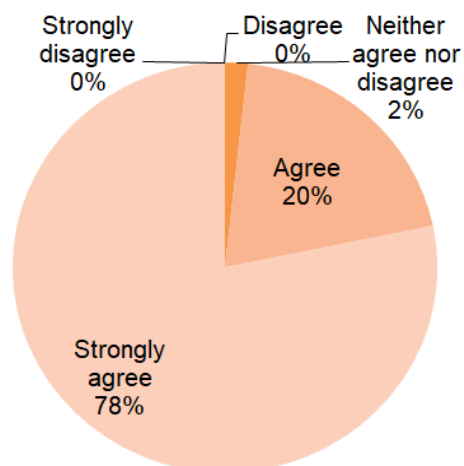
6. Warm, compassionate and nurturing care and support

We asked if people experienced warm, compassionate and nurturing care and support.

116 people (72%) answered this question with 98% of respondents agreeing or strongly agreeing that they experienced warm, compassionate and nurturing care and support.

Some comments we received:

- Easy to speak to and approachable and felt you listened to me and that made me feel that bit better because you listened to my feelings and that helped.
- Nothing more I could ask for. Even getting told to get in touch for any good reason, very helpful
- The best support I have ever had
- I feel I am listened to and feel more comfortable than at other groups
- My support workers are very caring, making me feel that I have some worth + special



'The service was flexible and really helpful'

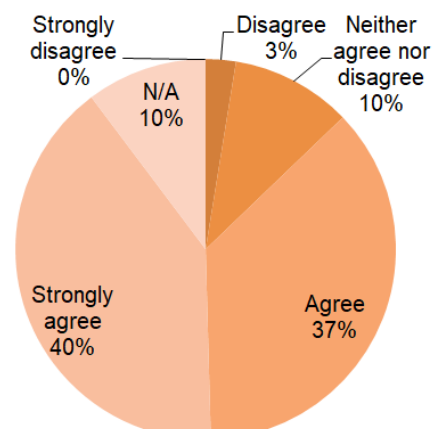
7. Included in wider decisions

We asked if people felt they were included in wider decisions about the way the service is provided and if their suggestions, feedback and concerns were considered.

117 people (72%) answered this question with 77% of respondents agreeing or strongly agreeing that they were included in wider decisions about the way the service is provided and that any suggestions, feedback any concerns that they gave were considered. 10% of respondents said this question was not applicable to them.

Some comments we received:

- Everything I said was taken in, asking on my problems and concerns from the last meeting
- My proposal for the depression and anxiety was taken serious and has now been set up with support.
- Always considered
- The service was flexible and really helpful
- Yes the line manager/senior listened to what I had to say



'My views were taken seriously'

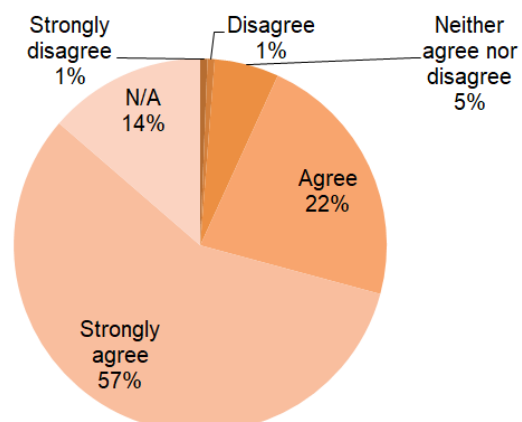
8. Worries and complaints

We asked people if their views and worries were taken seriously and if they made a complaint it was acted on.

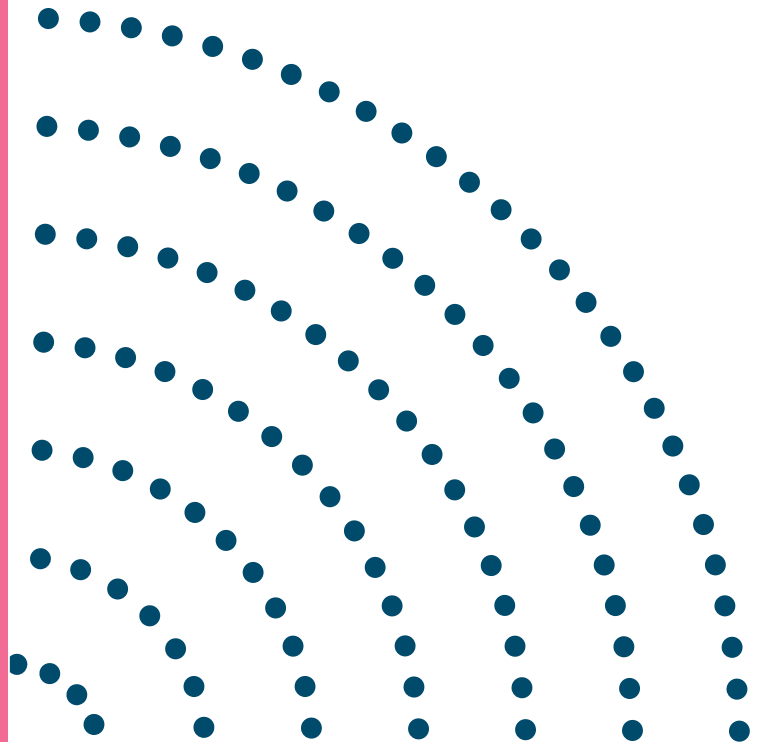
161 people (99%) answered this question with 79% of respondents agreeing or strongly agreeing that their views and worries were taken seriously and if they made a complaint it was acted on. 14% of respondents said this question was not applicable to them.

Some comments we received:

- Any views or concerns I have raised have been taken on seriously with staff discussing this and then returning to give feedback on the outcome
- Only suggestions, I never needed to complain
- I have never needed to complain but the service has always been helpful if I have needed to contact them about availability.
- I never made a complaint but my worries (anxiety) was taken seriously
- My views were taken seriously



'Life saver!'



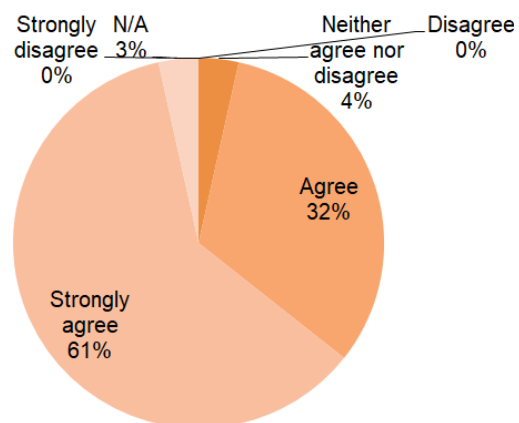
9. Right information at the right time

We asked people if they received the right information, at the right time and in a way that they could understand.

116 people (72%) answered this question with 93% of respondents agreeing or strongly agreeing that they received the right information, at the right time and in a way that they could understand. 3% of respondents said this question was not applicable to them.

Some comments we received:

- Everything has been very clear from the start
- All information was explained too myself and was very appropriate on my condition. Keep it up!
- Everything was clearly explained and any questions I have are answered
- always gave the info to me in human terms so I understood
- Life saver!



'The info is all provided'

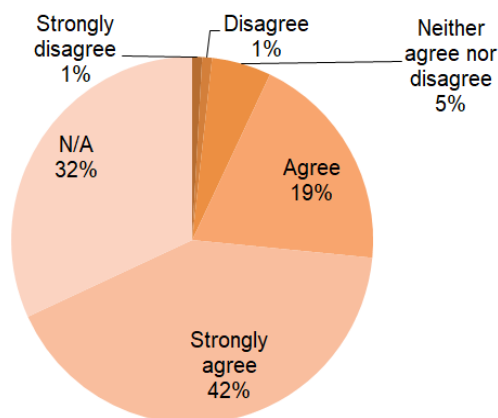
10. Community services

We asked people, using services based in the community, if they were supported to participate fully and actively in their community – as much they had wanted to.

113 people (70%) answered this question with 61% of respondents agreeing or strongly agreeing that they were supported to participate fully and actively in their community – as much as they had wanted to. 32% of respondents said this question was not applicable to them.

Some comments we received:

- Was very well supported and given advice on other services
- The info is all provided
- Staff are always trying to encourage me to engage and include me in activities within the community. Very welcoming.
- Good!
- I love attending wellbeing at Mayfield it challenges myself + confidence to try new things



'Yes, when things changed I got the right support to help me'

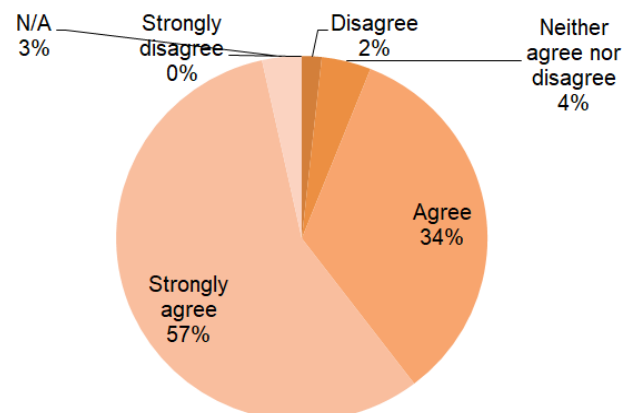
11. Right support at the right time

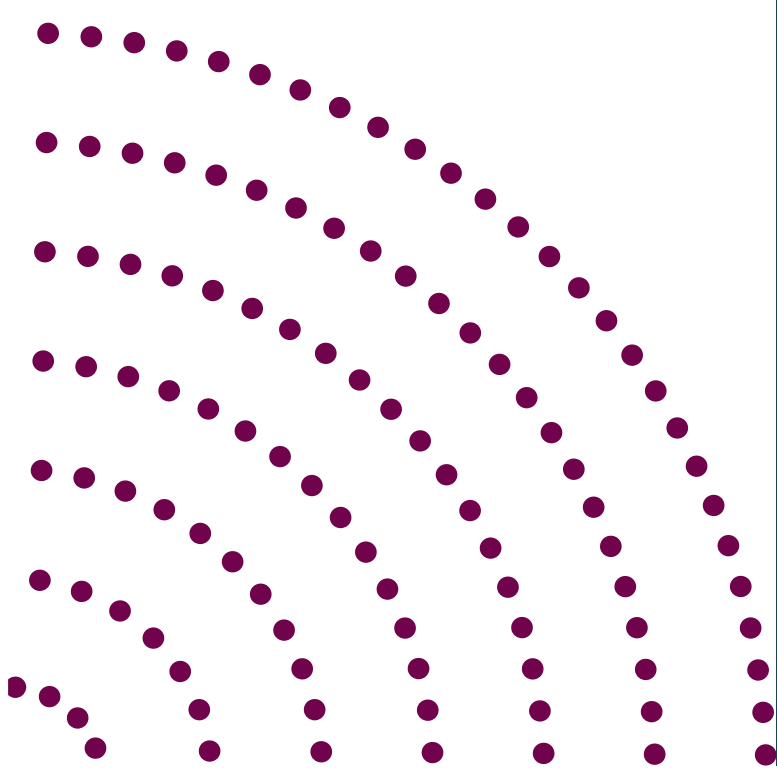
We asked if people's needs were assessed and reviewed to ensure that they received the right support at the right time.

117 people (72%) answered this question with 91% of respondents agreeing or strongly agreeing that their needs were assessed and reviewed to ensure they received the right support at the right time. 3% of respondents said this question was not applicable to them.

Some comments we received:

- Fully supported in all sessions that I have had
- Could not ask for anymore. Well thought out and explained
- I felt very understood and the right course of action was provided
- Always offered extra support when required
- Yes, when things changed I got the right support to help me





'Support was 100% and encouraged to get in touch with any problems!'

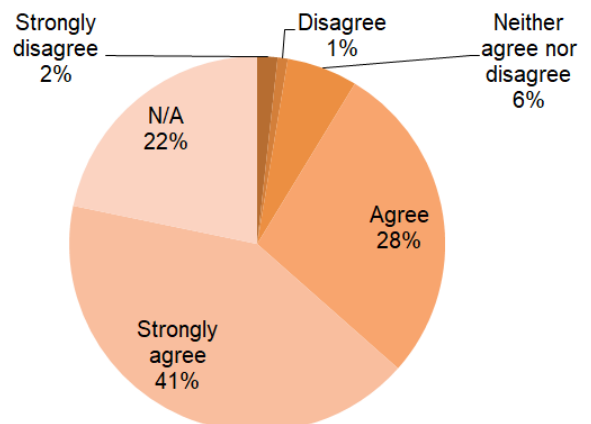
12. Support changed

We asked people if their support changed when their needs, choices and decisions changed.

115 people (71%) answered this question with 69% of respondents agreeing or strongly agreeing that their support changed when their needs, choices and decisions changed. 22% of respondents said this question was not applicable to them.

Some comments we received:

- In the sessions that I have had I feel my needs have been fully taken into account as to where we go next or what i need to work on
- Support was 100% and encouraged to get in touch with any problems!
- This isn't applicable for me but if it was required I felt this would be the case
- Staff show ongoing assessment with my complex needs.
- When my needs changed, the team met my new needs.



‘Very flexible hours which suited when I was working late’

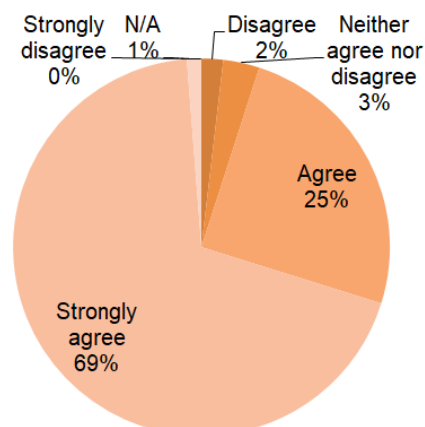
13. Consistent and Convenient Support

We asked people if their support was consistent and was at a convenient time and place.

161 people (99%) answered this question with 94% of respondents agreeing or strongly agreeing that their support was consistent and was at a convenient time and place. 1% of respondents said this question was not applicable to them.

Some comments we received:

- The time and place was always mutually agreed
- Very flexible hours which suited when I was working late
- No problem with the venue, made welcome and a good atmosphere. The support was always there
- The appointments suited my work and home life
- I have found that when I require support, staff make time for me.



'Staff promote and help support me to be the best I can be'

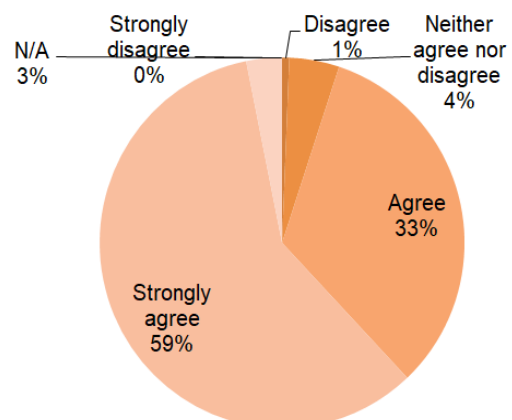
14. Hopes and Aspirations

We asked people if they were asked about their hopes and aspirations and if they were supported towards achieving them.

158 people (98%) answered this question with 92% of respondents agreeing or strongly agreeing that they were asked about their hopes and aspirations and were supported towards achieving them. 3% of respondents said this question was not applicable to them.

Some comments we received:

- I have been given support literature to enable me to work on my aspirations
- Staff promote and help support me to be the best I can be.
- Definitely!!
- I felt I got the right support when required
- I was asked about my goals at the beginning and at the end I am on the right track



'I have been fully supported all the way through this process'



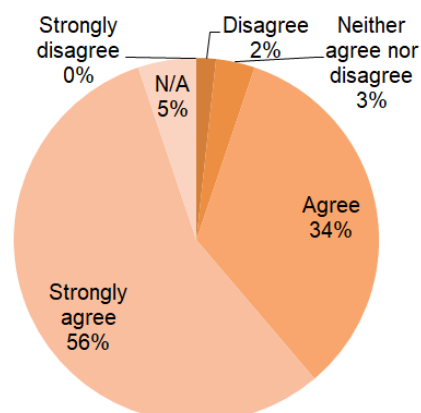
15. Full potential

We asked people if they were supported to achieve their full potential.

116 people (72%) answered this question with 90% of respondents agreeing or strongly agreeing they were supported to achieve their full potential. 5% of respondents said this question was not applicable to them.

Some comments we received:

- I have been fully supported all the way through this process
- 5 star
- Worker made it known she believed in me, that I was capable and she congratulated me on what I'd achieved
- Not full but I'm on the right path and I felt supported to get here
- They have helped me become a little assertive, have some confidence and think I can do many things for myself



‘Very supportive and easy to talk to, very satisfied!’

16. Knew how to help

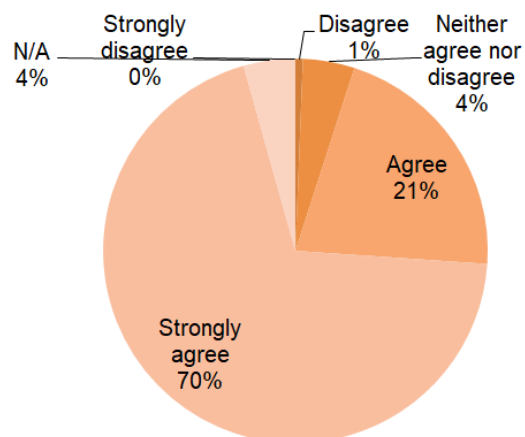
We asked people if they felt staff and volunteers knew how to help them.

161 people (99%) answered this question with 91% of respondents agreeing or strongly agreeing that they felt staff and volunteers knew how to help them. 4% of respondents said this question was not applicable to them.

Last year 95% of respondents agreed or strongly agreed that staff and volunteers knew how to help them. We have seen a decrease of 4% in this year’s results.

Some comments we received:

- My sessions are always tailored to coincide with my feeling and anxieties
- Very supportive and easy to talk to, very satisfied!
- Most staff and most volunteers are able to help. If they are not most will seek out advice of others
- All excellent
- Very helpful



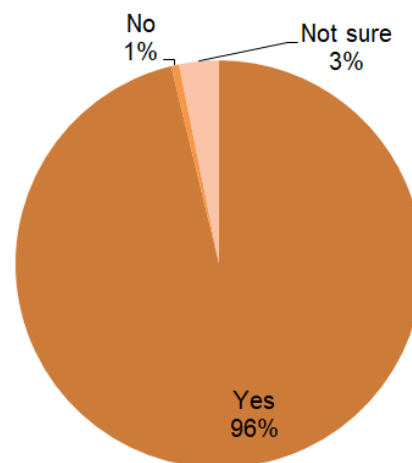
'They are simply the best!'

17. Recommend us

We asked people if their friend was looking for support would they recommend Health in Mind.

158 people (98%) answered this question with 96% saying yes, if their friend was looking for support, they would recommend Health in Mind.

Last year 100% of respondents agreed or strongly agreed that they would recommend our service to a friend. We have seen a decrease of 4% in this year's results.



18. Further thoughts and comments

Finally, we asked people to share any further thoughts or comments they have about the service they used or their experience with Health in Mind.

Here are some thoughts and comments that we received:

- **I am very happy with the service I received. I was listened too and was given plenty of help. Having flexible hours for meeting meant it was easier to organise.**
- Counselling has been a great help in identifying particular areas I need specific help and I have been signposted to further assistance, would definitely encourage someone to use this service in the future.
- **The most useful help I've had in more than 30 years of reaching out. This has literally changed my life.**
- Overall a positive experience and highly recommended. Worker and Shandwick place was positive, helpful and challenge effectively.
- **Was not very sure at first but was treated with kindness and was very caring to myself on the problems I had! Made me feel better in my self confidence and lifted my spirits in my difficult times**
- I think it's an excellent service and it has greatly helped me in understanding my mental health and feeling validated and how to cope. I feel the service is not well enough known about - I was recommended via a friend - my GP didn't know. There needs to be more awareness about the service as it could help so many.
- **I am extremely grateful for how supportive and open Health in Mind was for me and my situation!**
- Health in Mind doesn't judge me. They are fabulous and so kind hearted and treat everyone fairly.
- **My comments have been valued and this makes me feel worthwhile and as in my opinions count. The new hub makes a crucial difference to my life. Not just the hub but the craft group which takes place in the hub.**
- This service is needed full stop!!
- **Very helpful. Really appreciate the one-to-one contact, discussions and support. Have been provided with tools and strategies and feel that I know how to use them. Feel much better having gone through the modules. Thank you!**
- Was better than I expected, very grateful the service exists and I was able to use it.
- **The staff is very nice and great in their job. I give it a 10 out of 10.**
- I'm enjoying the service because it's giving me lots of help.
- **I feel like I have come a long way since I've been with Health in Mind. Starting to realise there is hope. I am always happy to see someone - it gets me out of the house. Health in Mind is one of the best (well only the best) mental health charity I've had - longest help as well.**
- Keep doing what you are doing :)
- **I had a good experience with Health in Mind and was assured I was not alone and could get help when or if I needed it. Would also recommend it.**
- Everything was good from start to finish. Very good service for people who have anxiety and depression
- **Carry on doing as good a job as you're doing at the moment. Hopefully one day I can volunteer with you**
- I feel much better than I did a year ago and I'm happy I've received this service.
- **It was very helpful, a good charity for people who need help.**
- I'm very grateful to be helped by them. I really am, it's a life line
- **It helped me to better understand anxiety. The quality and knowledge of staff exceeded my expectations. This has been an enlightening experience.**
- Just I need it - without support no life
- **They are simply the best!**

Summary

We are always working towards providing people with high quality services and support. This survey has highlighted areas where we are doing well but it also shows areas where we can continue to develop and improve over the coming year.

We will further explore areas of development with people using our services and individual services will review their service feedback and take action.

Areas where we scored 90% and over

- 95% of respondents agreed or strongly agreed that they were treated fairly and did not experience discrimination in the service they used.
- 98% of respondents agreed or strongly agreed that they were respected, treated with dignity and as an individual in the service they used.
- 99% of respondents agreed or strongly agreed that their privacy was respected in the service they used.
- 99% of respondents agreed or strongly agreed that they felt listened to in the service they used.
- 97% of respondents agreed or strongly agreed that the staff and volunteers in the service they used were approachable.
- 98% of respondents agreed or strongly agreed that they experienced warm, compassionate and nurturing care and support.
- 93% of respondents agreed or strongly agreed that they received the right information, at the right time and in a way that they could understand.
- 91% of respondents agree or strongly agreed that their needs were assessed and reviewed to ensure they received the right support at the right time.
- 90% of respondents agreed or strongly agreed that their needs were assessed and reviewed to ensure they received the right support at the right time.
- 94% of respondents agreed or strongly agreed that their support was consistent and was at a convenient time and place.
- 92% of respondents agreed or strongly agreed that they were asked about their hopes and aspirations and were supported towards achieving them.
- 90% of respondents agreed or strongly agreed they were supported to achieve their full potential.
- 91% of respondents agreed or strongly agreed that they felt staff and volunteers knew how to help them.
- 96% said yes, if their friend was looking for support, they would recommend Health in Mind.

Areas where we scored under 90%

- 77% of respondents agreed or strongly agreed that they were included in wider decisions about the way the service is provided and that any suggestions, feedback any concerns that they gave were considered.

In response to this, we will establish a Design and Development Advisory group and other feedback and consultation mechanisms during the year, where people using our services can share their views, further develop our current services and help to design new services.

- 79% of respondents agreed or strongly agreed that their views and worries were taken seriously and if they made a complaint it was acted on.

In response to this, we will continue to promote our complaints process at both service and organisational levels to make sure everyone is aware of it. We will also consult with people using our services to develop different ways we can hear views and worries.

- 61% of respondents agreed or strongly agreed that they were supported to participate fully and actively in their community – as much as they had wanted to.

In response to this, we will include specific questions around this in support reviews to ensure that we are supporting people to participate fully and actively in their community.

- 69% of respondents agreed or strongly agreed that their support changed when their needs, choices and decisions changed.

In response to this, we will hold more regular reviews with people using our services.

Overview of results

The survey results and comments received about our services are inspiring and will continue to shape our work.

It is wonderful to hear what a positive difference our staff and volunteers have made to the lives of so many people. We will continue to develop our services and will be mindful of the survey results in planning and developing our services – always working closely with and being guided by the people using our services.

If you chose not to take part in the survey but would like to provide feedback on any aspect of the service you receive from Health in Mind please contact the manager overseeing your service or email contactus@health-in-mind.org.uk.

Notes

For clarity we have rounded percentages up if over .5 and over and down if .4 and under.

Get in touch

For further information on Health in Mind services, volunteering, employment opportunities, feedback/complaints procedures, or for information about how you can support our work please contact us at:

- 📞 0131 225 8508
- ✉️ contactus@health-in-mind.org.uk
- 🌐 health-in-mind.org.uk
- 📍 40 Shandwick Place,
Edinburgh, EH2 4RT

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